



## ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of Invention	INTELLIGENT CALL ROUTING FOR CROSS-SELL OFFER SELECTION BASED ON OPTIMIZATION PARAMETERS AND/OR ACCOUNT LEVEL DATA									
Application Number:	10/799712 									
Confirmation Number:	8969									
First Named Applicant:	Lizhi MA et al.									
Attorney Docket Number:	47004.000280									
Search string:	( 5414754 or 5452350 or 5530744 or 6052460 or 6064973 or 6215783 or 4694397 or 4722054 or 4745468 or 4774664 or 4797911 or 4914587 or 4926255 or 4932046 or 5121945 or 5179584 or 5259023 or 5383113 or 5555299 or 5559855 or 5561707 or 5594791 or 5615341 or 5684863 or 5715450 or 5742775 or 5745706 or 5758126 or 5765142 or 5793846 or 5815551 or 5832447 or 5835087 or 5923745 or 5953406 or 6016344 or 6098052 or 6100891 or 6101486 or 6212178 or 6230287 or 6233332 or 6304653 or 4649563 or 4694483 or 4792968 or 20020016769 or 20020023055 or 20020059141 or 20010047489 ).pn.									
<b>US Patent Documents</b>										
Note: Applicant is not required to submit a paper copy of cited US Patent Documents										
init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass			
/K.N/	1	5414754	1995-05-09	Pugh						
	2	5452350	1995-09-19	Reynolds						
	3	5530744	1996-06-25	Charalambous						
	4	6052460	2000-04-18	Fisher						
	5	6064973	2000-05-16	Smith						
	6	6215783	2001-04-10	Neyman						
	7	4694397	1987-09-15	Grant et al.						
	8	4722054	1988-01-26	Yorozu et al.						
▼	9	4745468	1988-05-17	Von Kohorn						

/K.N/	10	4774664	1988-09-27	Campbell et al.
	11	4797911	1989-01-10	Szlam et al.
	12	4914587	1990-04-03	Clouse
	13	4926255	1990-05-15	Von Kohorn
	14	4932046	1990-06-05	Katz et al.
	15	5121945	1992-06-16	Thomson et al.
	16	5179584	1993-01-12	Tsumura
	17	5259023	1993-02-12	Katz
	18	5383113	1995-01-17	Kight et al.
	19	5555299	1996-09-10	Maloney et al.
	20	5559855	1996-09-24	Dowens et al.
	21	5561707	1996-10-01	Katz
	22	5594791	1997-01-14	Szlam et al.
	23	5615341	1997-03-25	Agrawal et al.
	24	5684863	1997-11-04	Katz
	25	5715450	1998-02-03	Ambrose et al.
	26	5742775	1998-04-21	King
	27	5745706	1998-04-28	Wolfberg et al.
	28	5758126	1998-05-26	Daniels et al.
	29	5765142	1998-06-09	Allred et al.
	30	5793846	1998-08-11	Katz
	31	5815551	1998-09-29	Katz
	32	5832447	1998-11-03	Rieker et al.
	33	5835087	1998-11-10	Herz et al.
	34	5923745	1999-07-13	Hurd
	35	5953406	1999-09-14	LaRue et al.
	36	6016344	2000-01-18	Katz
	37	6098052	2000-08-01	Kosiba et al.
	38	6100891	2000-08-08	Thorne
	39	6101486	2000-08-08	Roberts et al.
	40	6212178	2001-04-03	Beck et al.
	41	6230287	2001-05-08	Pinard et al.
	42	6233332	2001-05-15	Anderson et al.
	43	6304653	2001-10-16	O'Neil et al.
	44	4649563	1987-03-10	Riskin
▼	45	4694483	1987-09-15	Cheung

/K.N/	46	4792968	1988-12-20	Katz
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## US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
/K.N/	1	20020016769	2002-02-07	Barbara et al.			
	2	20020023055	2002-02-21	Antognini			
	3	20020059141	2002-05-16	Davies et al.			
▼	4	20010047489	2001-11-29	Ito et al.			

## Signature

Examiner Name	Date
/Khai Nguyen/	05/21/2007



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Application Number:	10/799712				
Confirmation Number:	8969				
First Named Applicant:	Lizhi MA et al.				
Attorney Docket Number:	47004.000280				
Search string:	( 4845739 or 4930150 or 4939773 or 4975945 or 4987590 or 5014298 or 5073929 or 5091933 or 5128984 or 5164981 or 5181238 or 5185787 or 5206903 or 5212789 or 5224153 or 5231571 or 5251252 or 5255309 or 5278898 or 5297197 or 5309505 or 5309513 or 5351285 or 5359645 or 5396542 or 5436965 or 5442688 or 5444774 or 5450479 or 5465290 or 5467391 or 5495284 or 5511112 or 5515428 or 5517566 or 5519772 or 5546452 or 5561711 or 5608785 or 5608789 or 5675607 or 5742675 or 5757904 or 5761288 or 5784452 or 5787154 or 5825856 or 5825870 or 5828734 or 5848143 ).pn.				
<b>US Patent Documents</b>					
Note: Applicant is not required to submit a paper copy of cited US Patent Documents					
init	Cite.No.	Patent No.	Date	Patentee	Kind
/K.N/	1	4845739	1989-07-04	Katz	
	2	4930150	1990-05-29	Katz	
	3	4939773	1990-07-03	Katz	
	4	4975945	1990-12-04	Carbullido	
	5	4987590	1991-01-22	Katz	
	6	5014298	1991-05-07	Katz	
	7	5073929	1991-12-17	Katz	
	8	5091933	1992-02-25	Katz	
	9	5128984	1992-07-07	Katz	

/K.N /	10	5164981	1992-11-17	Mitchell et al.
	11	5181238	1993-01-19	Medamana et al.
	12	5185787	1993-02-09	Katz
	13	5206903	1993-04-27	Kohler et al.
	14	5212789	1993-05-18	Rago
	15	5224153	1993-06-29	Katz
	16	5231571	1993-07-27	D'Agostino
	17	5251252	1993-10-05	Katz
	18	5255309	1993-10-19	Katz
	19	5278898	1994-01-11	Cambray et al.
	20	5297197	1994-03-22	Katz
	21	5309505	1994-05-03	Szlam et al.
	22	5309513	1994-05-03	Rose
	23	5351285	1994-09-27	Katz
	24	5359645	1994-10-25	Katz
	25	5396542	1995-03-07	Alger et al.
	26	5436965	1995-07-25	Grossman et al.
	27	5442688	1995-08-15	Katz
	28	5444774	1995-08-22	Friedes
	29	5450479	1995-09-12	Alesio et al.
	30	5465290	1995-11-07	Hampton et al.
	31	5467391	1995-11-14	Donaghue, Jr. et al.
	32	5495284	1996-02-27	Katz
	33	5511112	1996-04-23	Szlam
	34	5515428	1996-05-07	Sestak et al.
	35	5517566	1996-05-14	Smith et al.
	36	5519772	1996-05-21	Akman et al.
	37	5546452	1996-08-13	Andrews et al.
	38	5561711	1996-10-01	Muller
	39	5608785	1997-03-04	Kasday
	40	5608789	1997-03-04	Fisher et al.
	41	5675607	1997-10-07	Alesio et al.
	42	5742675	1998-04-21	Kilander et al.
	43	5757904	1998-05-26	Anderson
	44	5761288	1998-06-02	Pinard et al.
V	45	5784452	1998-07-21	Carney

/K.N./	46	5787154	1998-07-28	Hazra et al.
	47	5825856	1998-10-20	Porter et al.
	48	5825870	1998-10-20	Miloslavsky
	49	5828734	1998-10-27	Katz
✓	50	5848143	1998-12-08	Andrews et al.

Signature

Examiner Name	Date
/Khai Nguyen/	05/21/2007



Substitute for form 1449A/PTO

# INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet 1 of 2 Attorney Docket Number 47004.000280

## NON-PATENT LITERATURE DOCUMENTS

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
/K.N./	1.	Intelligent CallRouter, Delivering the Right Information to the Right Resource For Every Customer Interaction, 1 page		
/K.N./	2.	Computer Telephony Solutions, The Customer Interaction Specialists, printed 5/25/99, 1 page		
/K.N./	3.	VocalTec Ltd., VocalTec Telephony Gateway, Product Brochure, 8 pages, 1993-1996		
/K.N./	4.	Telephony, printed 5/25/99, 1 page		
/K.N./	5.	VocalTec Ltd., Telephony Gateway, Product Overview, VocalTec's Telephony Gateway Product Component Description and Functional Specifications, 9 pages, 1993-1996		
/K.N./	6.	Computer Telephony Solutions - Telemarketing, The Customer Interaction Specialists, Telemarketing & Customer Support Outsourcing, printed 5/25/99, 2 pages		
/K.N./	7.	Computer Telephony Solutions - Internet Telephony, The Customer Interaction Specialists, Internet Telephony, printed 5/25/99, 1 page		
/K.N./	8.	KELLY MAHONEY, Customer base management: Leverage telemarketing and call center environment, Direct Marketing, Vol. 95, No. 6, pp. 20, 67, Oct. 1996 (Abstract - 3 pages)		
/K.N./	9.	CSU/DSU (Channel Service Unit/Data Service Unit), pp. 208-210		
/K.N./	10.	Computer Telephony Solutions - Computer Telephony, The Customer Interaction Specialists, Computer Telephony Systems, printed 5/25/99, 3 pages		
/K.N./	11.	Computer Telephony Solutions - Call/Web Centres, The Customer Interaction Specialist, Call and Web Centres, printed 5/25/99, 5 pages		

EXAMINER SIGNATURE /Khai Nguyen/ DATE CONSIDERED 05/21/2007

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO				Application Number	10/799,712		
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(use as many sheets as necessary)</i>				Filing Date	March 15, 2004		
				First Named Inventor	Lizhi MA et al.		
				Art Unit	Unassigned		
				Examiner Name	Unassigned		
Sheet	2	of	2	Attorney Docket Number	47004.000280		
<b>NON-PATENT LITERATURE DOCUMENTS</b>							
*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published				TRANSLATION <input type="checkbox"/> YES <input type="checkbox"/> NO	
/K.N./	12.	"Innovative Call Center Solutions" sales brochure materials (undated) by Center Force Technologies distributed at Nov. 1999 conference (21) pages					
/K.N./	13.	Rule 132 Declaration by Inventor Djovana Shkreli dated Jan. 6, 2000, 2 pages					
/K.N./	14.	Rule 132 Declaration by Inventor Thorp Foster dated Jan. 10, 2000, 2 pages					
EXAMINER SIGNATURE <i>/Khai Nguyen/</i>			DATE CONSIDERED   05/21/2007				
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							



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init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass					
K.N.	1	6175563	2001-01-16	Miloslavsky								
	2	6301351	2001-10-09	King								
	3	6311231	2001-10-30	Bateman et al.								
	4	6327359	2001-12-04	Kang et al.								
	5	6330327	2001-12-11	Lee et al.								
	6	6038552	2000-03-14	Fleischl et al.								
	7	6301567	2001-10-09	Leong et al.								
	8	6513018	2003-01-28	Culhane								
	9	6597775	2003-07-22	Lawyer et al.								
	10	5878130	1999-03-02	Andrews et al.								
	11	5898762	1999-04-27	Katz								
	12	5917893	1999-06-29	Katz								
	13	5974120	1999-10-26	Katz								
▼	14	6049811	2000-04-11	Petruzzi et al.								
K.N.	15	6134315	2000-10-17	Galvin								

## US Published Applications

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init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
/K.N/	1	20020029154	2002-03-07	Majoor, Johannes W.F.			
/K.N/	2	20020049691	2002-04-25	Majoor, Johannes W.F.			

## Signature

Examiner Name	Date
/Khai Nguyen/	05/21/2007